

# Philadelphia Nonprofit MANNA Partners with HSX to Improve Care Coordination Through Encounter Notifications.

CASE STUDY

As a member of HealthShare Exchange, MANNA receives alerts from medical facilities when clients have healthcare events, allowing for timely follow-up and improved care coordination. These alerts are delivered through the Encounter Notification Service® (ENS®) powered by Audacious Inquiry.

## Background and the Need

The Metropolitan Area Neighborhood Nutrition Alliance (MANNA), a Philadelphia nonprofit delivering nourishment to low-income individuals with serious health conditions, recently entered into a partnership with the area's health information exchange, HealthShare Exchange (HSX), to improve patient outcomes by strengthening care coordination processes. Through this partnership, MANNA is now subscribed to HSX's Encounter Notification Service (ENS), a software platform powered by Audacious Inquiry (Ai) that provides encounter alerts to facilitate rapid care coordination.

The recipients of MANNA's services suffer from devastating chronic diseases that require special dietary support. Various factors impact these needs, especially changes in a recipient's health status, making it vital for MANNA to understand when and why their clients interact with the healthcare system.

"We're thrilled that we can help MANNA's staff become an even better-informed and more crucial part of the care team of these chronically or severely sick patients in Philadelphia. We've come together with MANNA because we support their mission and because our organizations believe, as we've said, that 'data plus food equal better outcomes.'"

Daniel Wilt | HealthShare Exchange,  
Senior Director of Health IT and Chief Information Security Officer

## Current State

When clients experience a health event at an area hospital, ENS sends an electronic alert informing MANNA of the encounter. MANNA can then access HSX's Clinical Data Repository to obtain relevant information about the patient's health status. Receiving this information in a timely fashion is crucial, as it facilitates rapid patient outreach and allows MANNA to update clients' care plans to reflect their medical and dietary needs. Knowing when encounters occur is also important from a workflow perspective, as it allows MANNA to update delivery schedules and optimize resource allocation<sup>1</sup>.

## The Benefit

### To the Patient

- Access to healthy nutrition, especially for critically ill patients, has been shown to improve response to medical treatment, increase chances of recovery, and reduce healthcare related costs<sup>2</sup>.
- ENS alerts help MANNA deliver care efficiently. On average, patients receiving care from MANNA have better outcomes including shorter hospital stays, fewer admissions, and more discharges to home<sup>3</sup>.
- Timely alerts allow patients to get the care they need when they need it.

### To the Health System

- For patients with complex and/or co-morbid health issues, care coordination between healthcare facilities/providers and community support organizations is essential for optimal outcomes.
- ENS alerts allow MANNA to understand health concerns in real time, allowing them to reach out to physicians and patients to determine treatment plans.
- Timely alerts allow MANNA to better understand where their clients are, informing scheduling and resource allocation decisions.

1 <https://www.healthcare-informatics.com/news-item/population-health/hsx-food-alliance-partnership-extends-data-sharing-food-nutrition>

2 <http://www.mannapa.org/wp-content/uploads/2014/08/Food-is-Medicine-study.pdf>

3 <http://www.mannapa.org/wp-content/uploads/2014/07/MANNA-Study.pdf>

Encounter Notification Service® (ENS®)

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Audacious Inquiry is an industry-shaping health information technology and policy company paving the way toward better care coordination and improved patient outcomes through unparalleled software, strategies and services.

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